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Direct fax: +44 (0) 208 967 1334
E-mail: Judith.George@tnsofres.com
File Ref: 82-4668v

Securities and Exchange Commission
Filing Desk
Division of Corporation Finance
Office of International Corporate Finance
450 Fifth Street, N.W.,
Washington, DC 20549
United States
BY DHL



27th February 2002

SUPPL

Dear Sir/Madam

Taylor Nelson Sofres plc: file no. 82-4668v

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FINANCIAL

In accordance with the requirements of 12g3-2b please find enclosed:-

- Press Release: Global Tax Advisers "Could do better"; Clients' Verdict

Please acknowledge safe receipt by date-stamping and returning a copy of this letter to me. My fax number is 44 020 8967 1334.

Yours faithfully


Judith George
Assistant Company Secretary

Encls.

cc. Zafar Aziz, Bank of New York (London) - 020 7964 6028
Robert Goad, Bank of New York (US) - 001 646 885 3043



Taylor Nelson Sofres plc
Westgate, London W5 1UA

f:\users\legal\cheryl\judi\docs\adr's\sec 20.02.02.doc Tel: +44 (0) 20 8967 0007 Fax: +44 (0) 20 8967 4060

Internet : <http://www.tnsofres.com>

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PRESS INFORMATION



Date: Embargoed until: 00.01 hrs GMT, 20 February 2002

Contact: David Racadio, Director, Taylor Nelson Sofres Professional Services
Tel: +44 (0)20 7868 6680 or email: david.racadio@tnsofres.com

Mica Quinn, International PR Manager, Taylor Nelson Sofres
Tel: +44 (0)20 8967 4787 or email: mica.quinn@tnsofres.com

OR: Paul Stelmaszczyk/Liz Kearney, Camargue
Tel: +44 (0)20 7636 7366 or email: pstelmaszczyk@camarguepr.com

GLOBAL TAX ADVISERS “COULD DO BETTER”: CLIENTS’ VERDICT

Major clients of the ‘Big Five’ tax advisers reveal considerable differences in their satisfaction levels with the detailed delivery of services, according to the findings of new research from Taylor Nelson Sofres, published today.

The Global Tax Monitor – which questioned CFOs and tax directors in companies across 15 markets worldwide during the 12 months to November 2001 – highlights contrasts in ten client service attributes across key industry sectors and geographical regions.

Key findings include:

- PwC and Ernst & Young rank joint first for providing the ‘best overall service’ globally
- In Europe, Andersen ranks first for providing the ‘best overall service’ and also ranks first - or joint first - on nine of the ten detailed service attributes measured

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- DTT gains the highest rating worldwide for helping to 'improve the performance of its clients', with KPMG highest in Europe
- Almost one in seven clients feel there is a need for tax advisers to improve their speed of response. In addition, overall around one in eight (13 per cent) would like advisers to lower their costs or become more cost effective. This was significantly lower amongst clients in Asia Pacific (four per cent) and higher in North America (18 per cent)

One service attribute highlighted as an area where all firms could perform more effectively in the future was 'understanding e-business and the impact of new technology'.

David Racadio, Director, TNS Professional Services, said: "The Big Five may be failing to meet customer requirements in an area of huge potential growth. Despite the bursting of the 'dot.com bubble', a significant proportion of the world's economic growth is predicted to come from e-business in the next five years – as much as a quarter in Europe by 2004. Andersen is well placed to take advantage of that growth in Europe, as is Deloitte Touche Tohmatsu in Asia Pacific. However, improvement is needed from all Big Five firms. They need to listen to what their clients want and demonstrate better understanding of e-business and new technologies."

In spite of differences between service on specific attributes, when viewed in general terms there is relatively little to choose from between the Big Five - client satisfaction for 'Best Service Overall' hovers around seven points on a scale of 1-10 (where 10 = 'totally satisfactory').

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David Racadio continued: "Overall satisfaction scores of just over seven for all Big Five tax advisers indicate that service is generally satisfactory, as would be expected for such a high value service. However, this finding in itself suggests there is certainly scope for improvement, especially when one considers that satisfaction levels in the corporate finance market – another high value service – are nearer to eight on a similar scale. Tax advisers would do well to take on board clients' comments if they are to maintain and build on existing relationships in the future. In a market where it is often difficult to distinguish between firms, there is clearly room for improvement at many levels."

-ends-

For further information contact:

David Racadio, Director, Taylor Nelson Sofres Professional Services.

Tel: +44 (0)20 7868 6680 or email: david.racadio@tnsofres.com

Note to editors

The Taylor Nelson Sofres (TNS) Global Tax Monitor is a continuous research programme sponsored by many of the world's leading tax advisers. It measures the service delivery and reputation of tax advisory firms by asking CFOs and Tax Directors from the world's largest companies to compare the performance of the Big Five and other tax advisers. Some 1,586 interviews were undertaken globally across key markets in North America, Europe, and Asia Pacific in the 12 months to November 2001. Those markets surveyed were: Australia, Belgium, China, Germany, France, Hong Kong, Italy, Japan, Nordic region, The Netherlands, South Korea, Spain, Switzerland, UK and North America. The Global Tax Monitor aims to give the Big Five an independent measure of how they are perceived by their own clients. It also offers pointers for addressing potential weaknesses in the way in which services are delivered as well as identifying future business opportunities in the marketplace. Information about the Global Tax Monitor can be found on: http://www.tnsofres.com/industryexpertise/professionalservices/global_monitors.cfm

TNS Professional Services is one of the leading specialist researchers of professional markets, supplying management information on reputation and service to most leading tax, law, consultancy and accountancy firms. Through its network of offices in more than 50 countries, Taylor Nelson Sofres provides marketing information services to leading national and multi-national companies operating in over 80 countries. It is ranked as the fourth largest marketing information group in the world. Further information on Taylor Nelson Sofres is available from the corporate website: <http://www.tnsofres.com>

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Client satisfaction for 'Best Overall Service'

<i>Position</i>	Global	North America	Europe	Asia Pacific
1	PwC / E&Y 7.2	E&Y / DTT 7.2	A 7.2	DTT 7.6
2	A / KPMG / DTT 7.1	PwC 7.1	PwC / E&Y 7.1	PwC / KPMG 7.3
3		KPMG / A 7.0	KPMG 7.0	A 7.2

Source: TNS Professional Services (Global Tax Monitor, 2001)

A=Andersen; DTT=Deloitte Touche Tohmatsu; E&Y=Ernst & Young; PwC=PricewaterhouseCoopers

Respondents were asked to rate their experience with the tax advisers they had used in the previous 12 months on a scale of 1-10 (1 = completely unsatisfactory; 10 = totally satisfactory). An average score for each tax adviser was then calculated. The rank positions are based on the average score.

Client satisfaction for 'Improves the Performance of Clients'

<i>Position</i>	Global	North America	Europe	Asia Pacific
1	DTT 7.1	DTT 7.3	KPMG 6.7	DTT 7.1
2	PwC / KPMG 6.8	PwC 7.0	PwC 6.6	A 7.0
3	E&Y 6.7	KPMG / E&Y 6.9	A 6.5	E&Y 6.9

Source: TNS Professional Services (Global Tax Monitor, 2001)

A=Andersen; DTT=Deloitte Touche Tohmatsu; E&Y=Ernst & Young; PwC=PricewaterhouseCoopers

Respondents were asked to rate their experience with the main tax adviser they had used in the previous 12 months on a scale of 1-10 (1 = completely unsatisfactory; 10 = totally satisfactory). An average score for each tax adviser was then calculated. The rank positions are based on the average score.

Client satisfaction for 'Understands e-business and impact of new technology'

<i>Position</i>	Global	North America	Europe	Asia Pacific
1	PwC / DTT 6.8	PwC 7.2	A 7.3	DTT 6.8
2	A / E&Y 6.7	DTT 7.0	PwC 6.6	A / PwC / E&Y 6.2
3	KPMG 6.2	E&Y 6.9	E&Y 6.5	KPMG 5.8

Source: TNS Professional Services (Global Tax Monitor, 2001)

A=Andersen; DTT=Deloitte Touche Tohmatsu; E&Y=Ernst & Young; PwC=PricewaterhouseCoopers

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PIC

Direct tel: +44 (0) 208 967 4108
Direct fax: +44 (0) 208 967 1334
E-mail: Judith.George@tnsofres.com

VIA COURIER

The Registrar of Companies
Companies House
21 Bloomsbury Street
London WC1B 3XD

22 February 2002

SUPPL

Dear Sir/Madam

Taylor Nelson Sofres Trustees Limited
Registered no: 3014589

I attach form 363s annual return together with cheque for the sum of £15.00 in respect of the above-named company. Please acknowledge safe receipt by date stamping and returning the enclosed duplicate of this letter in enclosed stamped addressed envelope.

Yours faithfully


Judith George

Encls.

cc. Securities and Exchange Commission, Filing Desk, Division of Corporation Finance,
Office of International Corporate Finance, 450 Fifth Street, N.W., Washington, DC
20549, United States **BY DHL**

Zafar Aziz, Bank of New York (London) - 020 7964 6028
Robert Goad, Bank of New York (US) - 001 212 974 6096

Taylor Nelson Sofres plc
Westgate, London W5 1UA

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Tel: +44 (0) 20 8967 0007 Fax: +44 (0) 20 8967 4060
Internet: <http://www.tnsofres.com>

Offices in over 30 countries UK Member of Gallup International Association Member of British Market Research Association
Registered in England No. 912624

Company Name
TAYLOR NELSON SOFRES
TRUSTEES LIMITED

363s Annual Return

- > Please check the details printed in blue on this statement.
- > If any details are wrong, strike them through and write the correct details in the "Amended details" column.
- > Please use black pen and write in capitals.

Company Type
Private Company Limited By Shares

Company Number
3014589

Information extracted from
Companies House records on
9th January 2002

Section 1: Company details

Ref: 3014589/03/10

	Current details	Amended details																
> Registered Office Address <i>If any of the details are wrong, strike them through and fill in the correct details in the "Amended details" column.</i>	C/O Taylor Nelson Sofres Plc Westgate London W5 1UA	Address _____ _____ _____ UK Postcode _ _ _ _ _																
> Register of Members <i>If any of the details are wrong, strike them through and fill in the correct details in the "Amended details" column.</i>	Address where the Register is held At Registered Office	Address _____ _____ _____ UK Postcode _ _ _ _ _																
> Register of Debenture Holders <i>If any of the details are wrong, strike them through and fill in the correct details in the "Amended details" column.</i>	Not Applicable	Address _____ _____ _____ UK Postcode _ _ _ _ _																
> Principal Business Activities <i>If any of the details are wrong, strike them through and fill in the correct details in the "Amended details" column.</i>	<table border="1"> <thead> <tr> <th>SIC Code</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>6602</td> <td>Pension funding</td> </tr> </tbody> </table>	SIC Code	Description	6602	Pension funding	<table border="1"> <thead> <tr> <th>SIC CODE</th> <th>Description</th> </tr> </thead> <tbody> <tr><td>_____</td><td>_____</td></tr> <tr><td>_____</td><td>_____</td></tr> <tr><td>_____</td><td>_____</td></tr> <tr><td>_____</td><td>_____</td></tr> <tr><td>_____</td><td>_____</td></tr> </tbody> </table>	SIC CODE	Description	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____
SIC Code	Description																	
6602	Pension funding																	
SIC CODE	Description																	
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> Please enter additional principal activity code(s) in "Amended details" column. See notes for guidance for list of activity codes.																		

> **Company Secretary**
If any of the details for this person are wrong, strike them through and fill in the correct details in the "Amended details" column.

Name
Paul Simon Kent WRIGHT

Address
29 Turney Road
Dulwich
London
SE21 7JA

Name

Address

UK Postcode _ _ _ _ _ _ _

Date of change _ _ / _ _ / _ _ _ _

Date Paul Simon Kent WRIGHT
ceased to be secretary (if applicable)

 _ _ / _ _ / _ _ _ _

Particulars of a new
Company Secretary must
be notified on form 288.

> **Director**
If any of the details for this person are wrong, strike them through and fill in the correct details in the "Amended details" column.

Name
David ADDIS

Address
17 Burnt Oak
Cookham
Maidenhead
Berkshire
SL6 9RL

Date of birth 24/02/1950

Nationality British

Occupation Data Services Director

Name

Address

UK Postcode _ _ _ _ _ _ _

Date of birth _ _ / _ _ / _ _ _ _

Nationality _ _ _ _ _

Occupation _ _ _ _ _

Date of change _ _ / _ _ / _ _ _ _

Date David ADDIS ceased to be director
(if applicable)

 _ _ / _ _ / _ _ _ _

Particulars of a new Director
must be notified on form
288.

> **Director**
If any of the details for this person are wrong, strike them through and fill in the correct details in the "Amended details" column.

Name
Antony Brian COWLING

Address
4 Links Road
Epsom
Surrey
KT17 3PS

Date of birth 02/01/1936

Nationality British

Occupation Company Director

Name

Address

UK Postcode _ _ _ _ _ _ _

Date of birth _ _ / _ _ / _ _ _ _

Nationality _ _ _ _ _

Occupation _ _ _ _ _

Date of change _ _ / _ _ / _ _ _ _

Date Antony Brian COWLING ceased to
be director (if applicable)

 _ _ / _ _ / _ _ _ _

Particulars of a new Director
must be notified on form
288.

If any of the details for this person are wrong, strike them through and fill in the correct details in the "Amended details" column.

Edward Frederick HOEFLING

Address
27 Newlyn Close
Bricket Wood
St. Albans
Hertfordshire
AL2 3UP

Date of birth 17/07/1952

Nationality British

Occupation Corporate Treasurer

Particulars of a new Director must be notified on form 288.

Address

UK Postcode

Date of birth

Nationality

Occupation

Date of change

Date Edward Frederick HOEFLING ceased to be director (if applicable)

> **Director**

If any of the details for this person are wrong, strike them through and fill in the correct details in the "Amended details" column.

Name
Michael Lawrence PETCH

Address
10 Royal Crescent
London
W11 4SL

Date of birth 28/11/1955

Nationality British

Occupation Group Personnel Director

Particulars of a new Director must be notified on form 288.

Name

Address

UK Postcode

Date of birth

Nationality

Occupation

Date of change

Date Michael Lawrence PETCH ceased to be director (if applicable)

> **Director**

If any of the details for this person are wrong, strike them through and fill in the correct details in the "Amended details" column.

Name
Leslie Ronald TAYLOR

Address
34 Whinneys Road
Loudwater
Buckinghamshire
HP10 9RL

Date of birth 19/12/1943

Nationality British

Occupation Research Manager

Particulars of a new Director must be notified on form 288.

Name

Address

UK Postcode

Date of birth

Nationality

Occupation

Date of change

Date Leslie Ronald TAYLOR ceased to be director (if applicable)

<p>> Issued Share Capital <i>This table shows the total number of shares that have been issued by your company and their Nominal Value. If any of the details are wrong, please fill in the correct details.</i></p>	<p>Class of share Ordinary</p> <p>Nominal value of each share £1.00</p> <p>Number of shares issued 1</p> <p>Aggregate Nominal Value of issued shares £1.00</p>	<p>Class of share _____</p> <p>Nominal value of each share _____</p> <p>Number of shares issued _____</p> <p>Aggregate Nominal Value of issued shares _____</p>
<p>> Total shares issued and value <i>If any of the details are wrong, strike them through and fill in the correct details in the "Amended details" column.</i></p>	<p>Total number of shares issued 1</p> <p>Total Nominal value of shares issued £1.00</p>	<p>Total number of shares issued _____</p> <p>Total Nominal value of shares issued _____</p>
<p>> At the date of this Annual Return, if the company has altered or changed its share capital in any way or allotted new shares, please refer to the guidance notes for details of the appropriate form that should be sent with this Annual Return. Annual return guidance notes are available on the Companies House web site at www.companieshouse.gov.uk or by ringing 0870 3333636.</p>		

> If any details have changed, or if any shares have been transferred, please fill in the details in the "Amended details" or "Shares transferred" column.

> Please give details of any other shareholders in Section 5.

Current details		Amended details		Shares transferred			
> Shareholder Name TAYLOR NELSON SOFRES PLC		Name <hr/>		Shares transferred by TAYLOR NELSON SOFRES PLC			
Address Westgate London W5 1UA		Address <hr/>					
		<hr/>					
		<hr/>					
Shares held Class Ordinary		UK Postcode _____	Shares held Class _____	Number _____	Class _____	Number _____	Date of transfer _____
Number 1		<hr/>		<hr/>			<hr/>
		<hr/>		<hr/>			<hr/>

- > Also, provide the details of any persons who became but have ceased to be shareholders of the company since the date of the last annual return.
- > For jointly held shares please list those joint shareholders consecutively on the form. If a joint shareholder also holds shares in their own right, list that holding separately.
- > Please copy this page if there is not enough space to enter all the company's other shareholders.

Shareholders details	Class and number of shares or amount of stock held	Class and number of shares or amount of stock transferred (If appropriate)	Date of registration of transfer (If appropriate)
Name _____ Address _____ _____ _____ UK Postcode _ _ _ _ _			
Name _____ Address _____ _____ _____ UK Postcode _ _ _ _ _			
Name _____ Address _____ _____ _____ UK Postcode _ _ _ _ _			
Name _____ Address _____ _____ _____ UK Postcode _ _ _ _ _			

- > If you want to change the made up date of this annual return, please complete 2 below.

1. Declaration

- ☐ I confirm that the details in this annual return are correct as at the made-up-date (shown at 2 below). I enclose the filing fee of £15.

Signature

[Signature]
(Director / Secretary)

Date

22 / 02 / 02

This date must not be earlier than the return date at 2 below

What to do now

Complete this page then send the whole of the Annual Return and the declaration to the address shown at 4 below.

2. Date of this return

- ☐ This AR is made up to 26/1/2002 If you are making this return up to an earlier date, please give the date here

__ / __ / ____

Note: The form must be delivered to CH within 28 days of this date

3. Date of next return

- ☐ If you wish to change your next return to a date earlier than 26th January 2003 please give the new date here:

__ / __ / ____

4. Where to send this form

- ☐ Please return this form to:
Registrar of Companies
Companies House
Crown Way
Cardiff CF14 3UZ

OR

For members of the Hays Document
Exchange service
DX 33050 Cardiff

Have you enclosed the filing fee with the company number written on the reverse of the cheque?

Cheque



Postal Order



Cheque / Postal Order

Number

090509.

(Please complete as appropriate)

Contact Address

Please give the name and address of the person who should be contacted if there are any queries about this form

Contact Name

JUDITH GEORGE

Telephone number inc code

0208 967 4108

Address

TAYLOR NELSON SOPER PLC
WESTGATE
LONDON

DX number if applicable

DX exchange

Postcode

WS 1UA